



IMPACT OF AFFECTIVE REACTIONS ON COMMITMENT TOWARDS HIRING PWD'S FOR EMPLOYMENT IN IT(Information Technology SECTOR), BANGALORE

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Abstract

One of the most important factors influencing the hiring rate of people with disabilities is the commitment of employers. This study aims to investigate the relationship between employee commitment and affective reactions when hiring people with disabilities (PWDs). This is a descriptive study, which included 153 participants from Bangalore's IT sector. The variable of affective reaction is further diverged into three components namely negative cognition and affective reactions, accommodating coworkers with disabilities, and equal treatment of PWDs in the workplace. The research findings are positively correlated, with negative strong associations between commitment and negative affective reactions ($p= 0.795$, $p= 0.001$), indicating that employees with lower commitment have fewer negative affective reactions towards PWDs. Commitment was found to be, to a lesser extent, negatively related to perceptions of equal treatment. The findings emphasize the importance of organizations cultivating inclusive work environments and implementing targeted strategies to improve support for people with disabilities. Human resource professionals play an important role in advocating for diversity and inclusion, which will result in a more equitable and compassionate workplace.

Keywords: affective reaction, commitment, person with disability, IT sector , inclusivity and diversity.

Introduction

Globally, there are nearly one billion persons with disabilities, with developing nations accounting for 80 percent (WHO, 2011). Over 450 million individuals with disabilities are unemployed, with rates ranging from 50 to 70

percent in developed countries and 80 to 90 percent in poor nations (UN Enable, 2011). Over 26 million persons in India have disabilities (Census, 2011), with only a minority (37.6 percent) employed (WHO, 2011).

Employment is a well-known factor of livelihood and self-esteem for all individuals, particularly people with disabilities, for whom it not only provides income and security, but also helps to overcome social isolation, feelings of unequal status, and respect that accompany disability (Schur et al., 2009). Although the significance of employment, persons with disabilities confront a number of obstacles in the workplace as well as additional difficulties. The PWD (Equal Opportunities, Protection of Rights, and Full Participation) Act of 1995 and The Rights of Persons with Disabilities (RPwD) Act of 2016 are disability-related laws that were enacted to specifically address issues of discrimination against people with disabilities in various areas of society, including employment. Despite the RPwD regulations, discriminatory practices and other employment barriers continue to prevent people with disabilities from fully participating in society.

These barriers include a lack of physical access to work spaces, transportation, pre-employment testing, the possibility of losing government-subsidized benefits, and a lack of access to job-searching services. Although the barriers listed appear to be significant, attitudes of employers, the general public, and employer commitment to hiring PWDs are always low because they have to accommodate PWDs and costs would rise. Employment professionals remain the most significant barrier to full inclusion of people with disabilities in the workplace.

Disability rights organizations have to battle the government repeatedly to demand that people with disabilities be included in the workforce, even with the 3% reservation for employment. Even in developed cities in India, such barriers exist for people with disabilities. Bangalore, as a major economic and technological hub, provides an enticing setting for investigating the impact of affective reactions on PWD employment in the organised sector. The city's vibrant corporate landscape, which includes numerous multinational corporations, startups, and research institutions, provides an ideal setting for assessing the current state of inclusivity practices and the challenges associated with hiring PWDs.

One of the most important factors influencing the hiring rate of people with disabilities is the commitment of employers. The term 'employment' refers to 'organizational practices of recruitment, selection and job advancement of those with a disability' (Kulkarni, 2014). Employers' commitment intentions and affective responses to disability in the workplace had a negative impact on work performance evaluations, accommodations offered, and hiring decisions. One significant demand-side factor influencing disabled people's ability to fully participate in competitive employment is their employers' attitudes. It is critical to conduct studies on PWD employment because this will encourage industrial stakeholders to provide job opportunities to disabled people. As a result, the goal of this study is to discover the critical reasons for determining PWD hiring factors. To assess employers' commitment to hiring PWD into their organisations, as well as the relationships between selected variables on PWD hiring factors. The aforementioned variables are crucial in determining PWDs' chances of obtaining jobs in the labour force.

Review of Literature

The main influencing factors in public attitudes towards people with disabilities are people's knowledge of the disability and their contact with individuals with disabilities (Wang, 2021). 'Employment' refers to 'organisational practices of recruitment, selection, and job advancement of those with a disability' (Kulkarni, 2014). Individual characteristics such as age, gender, race, ethnicity, marital status, and educational attainment can all influence employment outcomes for people with disabilities (Sevak, 2015). Employer attitudes are a negative significant demand-side factor influencing individuals with disabilities' full participation in competitive employment (Burke, 2022).

Employers tend to hold a negative attitude towards the employment and inclusion of people with disabilities in the workplace (Chima, 2001). Disability employment service providers believe that social marketing approaches are the most effective in increasing employers' willingness to hire people with disabilities (Mahasneh, 2023). The

need for job inclusiveness for people with disabilities stems from a profound sense of job satisfaction, strong identity, and empowerment derived from job involvement (Fantinelli,2022).

Employers' Commitment

People with and without disabilities have similar attitudes towards disability (Deal,2006). The relationship between organizational commitment and human resource management practices including selection and recruiting was found to be significantly positive for all three levels of organizational commitment (Aladwan, 2015). Working environment was the most important factor in PWD employment. They stated that the inhospitable workplace makes it difficult for those with disabilities to enter the labour force. Employer neglect and attitudes make it difficult for most people with disabilities to find work (Saidi,2018). The majority of respondents encounter a negative attitude of mistrust from family members, as well as prejudice from their employers and transportation challenges while travelling (Anwar,2020). Regardless of the regulations and rules enacted in the United States, a prejudiced mindset at work has a negative impact on employment outcomes (Kennedy, 2001). Malaysia demonstrated its commitment to assisting persons with disabilities by ratifying the United Nations (UN) Convention on the Rights of Persons with Disabilities and signing the Proclamation on Full Participation and Equality of Persons with Disabilities in Asia (Tahir,2020)

Employers Affective Reaction

Employers' attitudes towards people with disabilities have emphasised stereotypes, demonstrating that employers harbour prejudice, negative attitudes, and an unwillingness to hire and integrate people with disabilities (Chima, 2001). Understanding employers' perspectives is critical for advancing disability rights and promoting an inclusive work environment because employers play a critical role in facilitating equal opportunities (Hernandez, 2000). Positive attitudes towards people with disabilities in the workplace are associated with positive beliefs about the reasonableness of accommodating people with disabilities in the workplace, and positive attitudes are associated with more experience working with people with disabilities (Copeland, 2010).

The person with disabilities faces a number of challenges when it comes to finding work. Understanding the barriers and obstacles that prevent disabled people from entering the labour force is critical (Anwar,2020). A variety of accommodations are available to address physical, social, and psychological barriers to successful employment (Padkapayeva, 2017). Indeed, the presence of formal disability hiring policies and training specifically focused on hiring and retaining workers with disabilities predicts managers' hiring of people with disabilities, not managers' own positive intentions and attitudes towards people with disabilities (Araten, 2016). In the absence of employer willingness, legislative norms, corporate policies, and procedures aimed at integrating people with disabilities may fail, leaving them as an underutilised and overlooked talent pool (Lengnick, 2008).

Objective

1. To Measure the affective reactions of employees when hiring PWDs.
2. To Measure the level of commitment that employees have towards hiring PWDs.
3. To analyse the relationship between employees' affective reactions and their commitment in hiring PWDs for employment.
- 4.To identify the factor with the highest influence on employees' affective reactions towards hiring PWDs,

Hypothesis

H1: There is a significant relation between negative Affective Reactions of employees and their commitment towards hiring PWDs in the IT sector in Bangalore.

H2: There is a significant relation between Co-workers' Accommodation of employees and their commitment towards hiring PWDs in the IT sector in Bangalore.

H3: There is a significant relation between Workplace Treatment of PWDs of employees and their commitment towards hiring PWDs in the IT sector in Bangalore.

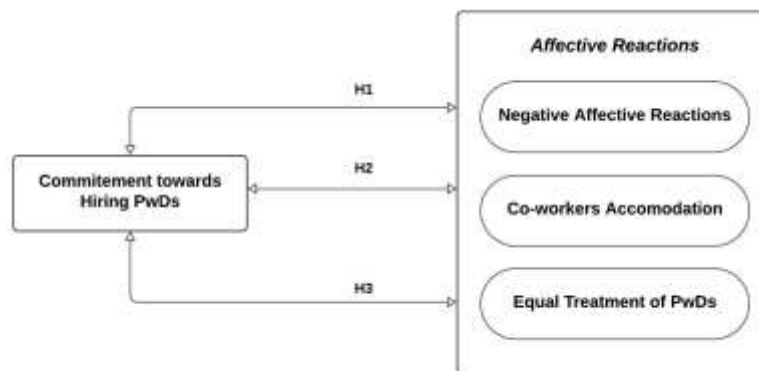


Figure 1: Conceptual Framework

Research Methodology

The research adopted a descriptive design to investigate employers' affective reactions to hiring people with disabilities, and also to systematically collect data on employees' emotional responses, attitudes, commitment, and perceptions in the context of hiring people with disabilities. It enables the capture of a comprehensive picture of how employers perceive people with disabilities, providing valuable insights into their commitment or reservations. The research aims to have a long-term impact on how employers in Bengaluru's IT sectors approach hiring people with disabilities. The goal of uncovering insights is to create an inclusive environment and positively influence the transformation of societal attitudes, allowing meaningful employment and empowering disabled people to live fulfilling lives.

The study was conducted among 153 employees in the IT sector, containing two main variables: commitment and the affective reaction of employers. The sampling technique used was non-probability convenience sampling due to the study's easy reach, time constraint, and readily available participants in the hiring process from various IT sectors in the state of Bengaluru. Data was collected using an online survey with a 5-point Likert scale ranging from 1 (strongly agree) to 5 (strongly disagree) to assess "employers' commitment to hiring people with disabilities" (PWD) for employment through employers' commitment questionnaire. The affective responses to working with people with disabilities were evaluated using the negative affective reaction questionnaire. It is a 17 item questionnaire that has 3-sub constructs - negative cognition and affective reactions, accommodating co-workers with disabilities and equal treatment of people with disabilities at the workplace. The seven-point Likert scale used in the tool goes from 1 (completely agree) to 7 (completely disagree). Time constraints limited the scope of data collection and comprehensive analysis.

Results

Demographic Details

The demographic analysis of the study's 153 participants reveals a diverse sample. Gender distribution was fairly balanced, with 54.24% being male and 47.71% being female. The age distribution was skewed toward the 33–44-year group (47.05%), followed by the 22–33-year group (41.83%), and the 44–55-year group (11.11%). In terms of education, the majority (60.13%) had a Master's degree, while experience levels varied, with 47.71%

having 2-5 years of experience. HR Manager (22.87%), Assistant HR Manager (37.25%), Welfare Officer (18.30%), and others were among the designations.

Demographic Analysis -Table 1				
S.no	Particulars	Items	Frequency	Percentage
1	Gender	Male	83	54.24
		Female	73	47.71
		Other	0	0
2	Age	22- 33 Years	64	41.83
		33-44 Years	72	47.05
		44-55 Years	17	11.11
3	Level of Education	Associate's degree	11	7.18
		Bachelor's degree	44	28.75
		Doctorate/professional degree	5	3.26
		High school diploma/GED	1	0.65
		Master's degree	92	60.13
4	Work Experience	0-2 Years Experience	31	20.26
		2-5 Years Experience	73	47.71
		5 and Above	49	32.02
5	Designation	HR Manager	35	22.87
		Welfare Officer	28	18.30
		Assistant HR Manager	57	37.25
		Executive Manager	20	13.07
		Consultant	7	4.57
		Project Coordinator	6	3.92

Descriptives Analysis

Descriptives analysis of measuring affective reaction and commitment variable - Table 2

	Commitment	Negative Affective Reaction	Accommodating	Equal Treatment
N	153	153	153	153
Missing	3	3	3	3
Mean	1.63	2.03	1.23	1.45
Median	1.60	1.89	1.33	1.40
Standard deviation	0.304	0.523	0.228	0.372
Minimum	1.00	1.33	1.00	1.00
Maximum	3.00	4.56	1.67	3.60

The descriptive statistics (table 2) reveal that 85.7% of employees display low commitment levels toward hiring people with disabilities (PWDs), with an average commitment score of 1.63. They also hold negative affective reactions, with around 82.0% exhibiting unfavourable emotional responses. Perceptions of co-workers' accommodation of PWDs are significantly low (average score of 1.23), and equal treatment of PWDs in the workplace is perceived low (average score of 1.45). Standard deviations suggest limited variability for commitment, while affective reactions show more variability. The range of responses across variables is also noteworthy. Commitment scores range from 1.00 to 3.00, affective reactions range from 1.33 to 4.56, accommodation varies between 1.00 and 1.67, and treatment varies from 1.00 to 3.60.

Correlation Analysis

Table 3-Correlation between affective reaction and commitment

	Commitment	Negative Affective Reaction	Accommodating	Equal Treatment
Commitment	Spearman's rho	—		
	df	—		
	p-value	—		
	N	—		
Negative Affective Reaction	Spearman's rho	0.795 ***	—	
	df	151	—	
	p-value	< .001	—	
		1		

	N	153	—		
Accommodating	Spearman's rho	0.112	0.127	—	
	df	151	151	—	
	p-value	0.085	0.059	—	
	N	153	153	—	
Equal Treatment	Spearman's rho	0.189**	0.306***	0.051	—
	df	151	151	151	—
	p-value	0.010	<.001	0.264	—
	N	153	153	153	—

Note. H_a is positive correlation

Note. * $p < .05$, ** $p < .01$, *** $p < .001$, one-tailed

The Shapiro-wilik test was conducted to check for the normality of the data. The P value < 0.05 , indicating that the data is not normally disturbed. Hence, Nonparametric analysis was used. The Spearman correlation analysis (table 3) identifies significant connections between variables in the study. Also, there is a strong correlation between commitment and affective reactions ($\rho = 0.795$, $p = 0.001$), indicating that as employees exhibit low positive affective reactions, their commitment to hiring people with disabilities (PWDs) decreases. Furthermore, there is a weak, mildly significant positive correlation ($\rho = 0.112$, $p = 0.085$) between commitment and accommodation, as well as a similarly weak, slightly significant positive correlation ($\rho = 0.189$, $p = 0.010$) between commitment and workplace treatment of PWDs.

Linear Regression

Model Fit Measures- Table 4 Linear Regression between affective reaction and commitment

Model	R	R ²	Adjusted R ²	Overall Model Test			
				F	df1	df2	p
1	0.752	0.565	0.557	64.6	3	149	<.001

Model Coefficients – commitment

Predictor	Estimate	SE	t	p
Intercept	7.5547	1.2010	6.290	<.001
Negative Affection Reaction	0.4794	0.0349	13.754	<.001
Accommodation	0.0913	0.2388	0.382	0.703
Equal Treatment	-0.0417	0.0879	-0.475	0.636

The linear regression model (table 4) shows a significant connection between employers' affective reactions and employee commitment (Adjusted R2 = 0.557, F = 64.6, p 0.001). The adjusted R2 value of 0.557 indicates that variations in affective reactions, accommodation, and Equal treatment account about 55.7% of the variance in commitment. The coefficient for affective reactions shows that as these reactions become more negative, employees' commitment to hiring PWDs decreases. This positive coefficient indicates that when employers' affective reactions are negative, employees' commitment to hiring PWDs decreases. The accommodation coefficient is 0.0913, but it is not statistically significant (p = 0.703). This suggests that coworkers' accommodation of employees has minimal impact on their commitment to hire PWDs in this context. The treatment coefficient is -0.0417, which is not statistically significant (p = 0.636). This implies that staff commitment to hire PWDs is unaffected by workplace treatment of PWDs.

Findings

The findings highlight the complex interplay between workplace commitment, negative affective reactions, perceptions of equal treatment, and accommodating behaviours. They emphasize the importance of targeted strategies to improve inclusivity and support for people with disabilities, as well as the need for organizations to foster a more welcoming and accepting environment.

The research findings are positively correlated, with negatively strong associations between Commitment and negative affective reactions ($\rho = 0.795$, p 0.001), emphasizing that employees who exhibit lower commitment tend to have fewer negative affective reactions towards PWDs. Similarly, there was a significant correlation between negative affective reactions and perceptions of equal treatment ($\rho = 0.189$, p = 0.010), indicating that employees with fewer negative affective reactions perceive less equal treatment of PWDs in the workplace. There were also slightly non-significant correlations between commitment and accommodating co-worker, slightly weaker but still significant ($\rho = 0.112$, p = 0.085). This implies that employees who are less committed to hiring PWDs perceive a lower level of equality in the workplace.

The linear regression model demonstrated a significant relationship, as evidenced by the Adjusted R2 value of 0.557, indicating that variations in affective reactions, accommodation, and equal treatment account for 55.7% of the variance in commitment. Also, the coefficient for affective reactions revealed that as these reactions became more negative, employees' commitment to hiring PWDs decreased. In contrast, the accommodation coefficient, while positive, was not statistically significant (p = 0.703), implying that coworker accommodation had minimal influence on commitment. Similarly, the treatment coefficient was negative and not statistically significant (p = 0.636), indicating that workplace treatment of PWDs had minimal effect on commitment to hire PWDs.

The analysis of three hypotheses regarding the relationship between various factors and employees' commitment to hiring Persons with Disabilities (PWDs) provides valuable insights. There is a strong and statistically significant positive correlation ($r = 0.795$, p < 0.001) between employees' negative affective reactions and their commitment to hiring PWDs, supporting Hypothesis H1. In contrast, Hypothesis H2, which posited a link between co-workers' accommodation and commitment, is not supported, as the positive correlation ($r = 0.112$) was not statistically significant (p > 0.05). Hypothesis H3 receives strong support, as the correlation ($r = 0.189$) between workplace treatment of PWDs and employee commitment is both positive and statistically significant (p < 0.05). These findings underline the significance of addressing negative affective reactions and enhancing workplace treatment in fostering employee commitment to hiring PWDs, offering practical insights for organizations aiming to promote diversity and inclusion.

Discussion

The study's findings, which show complex correlations between employees' attitudes and behaviours toward People with Disabilities (PWDs) in the workplace, call for a thorough review in the context of the existing literature. These correlations provide valuable insights that can be applied to and improve our understanding of the larger landscape of disability inclusion and workplace dynamics research.

To begin with, the strong correlation, negatively associated between employees' commitment and their negative affective reactions toward PWDs ($\rho = 0.795$, $p = 0.001$) mirrors and amplifies previous literature discussions. It echoes the common theme that organizational commitment can have a multifaceted impact on inclusion, as discussed by Aladwan (2015) and Deal (2006), with the latter emphasizing that organizational commitment can sometimes foster negative attitudes. The connection to existing review of literature emphasizes the importance of nuanced discussions on the role of commitment in promoting or hindering disability inclusion. Furthermore, the positive correlation, negatively associated between employees' negative affective reactions and their perceptions of equal treatment ($\rho = 0.189$, $p = 0.010$) aligns with the literature's broader narrative. Previous research has identified negative attitudes and perceptions of unequal treatment as significant barriers to PWD inclusion, as articulated by Saidi (2018) and Chima (2001). This correlation confirms previous findings and highlights the critical importance of addressing these issues in the workplace. Previous studies have acknowledged the role of commitment, it remains a topic that needs further investigation in light of these findings. In light of this correlation, Aladwan's (2015) emphasis on the relationship between organizational commitment and inclusion practices becomes even more relevant.

A moderate association between perceptions of equal treatment and negative affective reaction corresponds to literature discussions about the importance of promoting equal treatment to facilitate accommodating behaviours. Copeland (2010) and Padkapayeva (2017) highlight the importance of fostering positive attitudes and beliefs to encourage accommodating behaviours, emphasising the importance of addressing perceptions of equal treatment in workplace settings.

Implications

This study establishes the groundwork for appealing future research possibilities in the setting of Bangalore's IT sector and the employment of people with disabilities (PWDs). Researchers can delve deeper into the development of tailored strategies and support mechanisms that address the impact of affective reactions on employees' willingness to hire people with disabilities. Extending this investigation to different industries and geographical areas can provide a more complete picture of the contextual variables at work. Longitudinal studies may shed light on how these affective reactions evolve over time, as well as their long-term impact on employment dynamics. Qualitative research allows us to go deeper into the participants' personal experiences and perceptions, deepening our understanding of the critical relationship between emotions and inclusive employment practices

Conclusion

This study revealed complex interrelationships between workplace commitment, negative affective reactions, equal treatment, and accommodating behaviours. The findings highlight the critical need for organizations to foster a more inclusive, supportive, and welcoming work environment while implementing targeted strategies to improve inclusion and support for people with disabilities. The findings of the study indicate a strong negative relationship between commitment, negative affective reactions, perceptions of equal treatment, and accommodating behaviours. These correlations are critical for understanding the complexities of PWD employment in the workplace, suggesting that employees with lower affective reactions to PWDs have lower

levels of commitment. This research has significant implications for HR professionals. It discusses how employers' emotional reactions influence their commitment to embracing inclusive hiring practices in the IT industry. Understanding these affective reactions is critical for HR professionals who want to advocate for diversity and inclusion throughout their careers, creating an environment that values the talents and abilities of people with disabilities. HR professionals can help create a more equitable and diverse workforce by championing inclusive hiring strategies, resulting in a more productive and compassionate work environment.

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